CESSE 2003 Annual Meeting
Commercial-Military Standards Integration
Users Viewpoint

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L-3 Communications

Problem Statement

- With the transition of many military standards to non-government standards, the Defense and Aerospace Industry community is facing enormous challenges.

Where is Industry today?

- Confusion

- Many users cannot access the converted MIL-STDs on-line

- Much time and money is wasted with user verifying if a "substantial" change was made

- Many companies are avoiding using some NGS for new design

- Higher cost for converted (word for word) MIL-STDs passed back to government by users?

  – PASA bill (Public Access to Science Act)

Challenges Faced by Industry

- Barriers to communication
- Reluctance of user community to change
- 5 Year Review of documents by SDOs missed
- Availability of parts
- Restricted access to some converted MIL-STDs
- Transition from one supplier to multiple suppliers… to multiple suppliers plus SDO direct
- Rising cost of documents

Communication

- Industry in turmoil with mergers & cut-backs
- Talk to "who you know"
- Problems conveying standards policies to users
  - many companies not aware of DoD Policy allowing contractors to continue use of cancelled military standards
- No single, recognized source to effectively convey *standards users needs* to standards developers and suppliers

User Community

- Reluctance to change
  - Re-release and re-use vs. new design
  - Continuing support of platforms
- Perception in management that standards are non-critical
- Cut-backs in budgets resulted in decreased flow of information
  - Less participation on committees and attendance at conferences

Document Review and Interpretation

- Interruption of five year review schedule
  - some could extend to 9-10 years
- Confusion by users over interpretation of cancelled, superseded, inactivated, replaced by… etc. designations for documents

Availability of Parts

- Existing parts under "new" numbers assigned to some MS hardware, which is still readily available

- Parts under new numbers are higher price, longer lead-times, or not even manufactured

Document Access

- Converted Military Standards and Specifications previously available on-line in public domain
- Some SDOs have agreements with only one supplier
  - Does one supplier and one SDO meet intent of FAR competitive bidding?
- Users avoiding converted MIL-STDS available only through one supplier
  - developing cross-reference lists identifying "no change"

Cost

- Increased cost for converted MIL-STDs
  - Military Standard = $0
  - "Source A" replacement = $20
  - "Source B" replacement = $59
- Initial evaluation shows word for word conversion to be as high as 90%. No additional value added.

Meeting the Challenges

- Formed Users Group in January 2003
  - Aerospace Standards Users Group
- Identified and evaluated common problems; share lessons learned
- Provides platform for single, united voice for users' needs
- Fourteen defense contractors and government agencies participating
- Members manage their respective company's standards (including electronic contracts)

Aerospace Standards Users Group Membership

- BAE Systems
- Bell Helicopter
- Boeing
- Bombardier Aerospace
- DoD
  - DSPO
  - NAVAIR
  - Wright Patterson AFB
- G.E. Aerospace
- Hamilton Sundstrand Corp (United Technologies Co)
- L-3 Communications
- Lockheed Martin
- NASA
- Raytheon
- Systems & Electronics

Purpose

- Share lessons learned in usage, procurement, and management of standards.

- Address issues of access and costs of industry standards, particularly word for word converted military standards

Results

- Charter, Purpose Paper & Critical Path
- Customer Satisfaction Survey
- Baseline Metrics
  - Individual document costs (by SDO)
  - Subscription cost vs. documents accessed (by SDO)
- Developing Communication Plans
- Developing Lessons learned, including model RFP
- Developing Web Site available to public

Customer Satisfaction Survey Criteria by Category

- Distribution Channel Flexibility (number of competitive access options)

  Rating of 10 - all known distributors

  Rating of 1 - SDO only

- Document Delivery Options

  Rating of 10 - all forms including Internet

  Rating of 2 - hard copy only

- Document Quality

  Rating of 10 - source document, i.e. Word, and smart PDF

  Rating of 3 - scanned image

  Rating of 2 - hard copy

Survey Criteria by Category Continued

- Cost (compared to other SDO on-line subscriptions)

    Rating of 10 - free

    Rating of 1 - very expensive

- Licensing Flexibility

    Rating of 10 - Offers Concurrent User options on top of all (Corporate Global Unlimited Licensing or Concurrent User)

    Rating of 4 - Offers only By Drink Pricing

    Rating of 2 - Has restrictive site/geography definitions

    Rating of 1 - Offers only named user licensing

Survey Results

- 24 SDOs in survey

- All were rated 1-10 on each category

- Average score 29.30 out of possible 50

- Median score 29.05

- 16 SDOs in top half of ranking

Recommendations to SDOs to Increase Usage of converted MIL-STDs

- Improve communication
- Engage user community via ASUG
- Adhere to 5 year review cycle
- Retain original part numbers
- Widen distribution of converted documents
  - on-line access = more documents accessed
- Adjust costs of word for word converted MIL-STDs
  - consider creating new "subset" of documents

Summary

- Vital that SDOs, Suppliers, Government Agencies, and User Community work together

- Challenge: cost effective service to the customer

- If we partner together we can further develop the best Standards *System* in the world.